



OPEN SPOT EXAMINATION FOR NAPA AND PATTON STATE HOSPITALS, AND SALINAS VALLEY PSYCHIATRIC PROGRAM

BUSINESS SERVICE OFFICER I (SPECIALIST)

The Department of Mental Health is an Equal Employment Opportunity employer committed to ensuring the rights of every applicant and employee to work in an environment free from unlawful discrimination and harassment and without regard to race, color, sex/pregnancy, gender, age (40 and above), religion, marital status, national origin, ancestry, disability (mental and physical, including HIV/AIDS), medical condition (i.e., cancer or genetic characteristics), political affiliation or opinion, or sexual orientation.

It is the objective of the State of California to achieve a drug-free state workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

EXAMINATION TYPE

This is an open spot examination for Napa and Patton State Hospitals, and Salinas Valley Psychiatric Program for the Department of Mental Health. Examination and/or Employment Applications will not be accepted on a promotional basis. Career credits do not apply.

HOW TO APPLY

Please submit an Examination and/or Employment Application (STD. 678) form to the address indicated below. **DO NOT SUBMIT EXAMINATION AND/OR EMPLOYMENT APPLICATION FORMS TO THE STATE PERSONNEL BOARD.**

NOTE: All Examination and/or Employment Application forms must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. Examination and/or Employment Application forms received without this information will be rejected. Resumes will not be accepted in lieu of a completed Examination and/or Employment Application (STD. 678) form.

WHERE TO APPLY

MAIL OR HAND DELIVER EXAMINATION AND/OR EMPLOYMENT APPLICATION FORMS TO:

**NAPA STATE HOSPITAL
PERSONNEL OFFICE
2100 NAPA – VALLEJO HIGHWAY
NAPA, CA 94558-6293
(707) 253-5611**

**SALINAS VALLEY PSYCHIATRIC PROGRAM
SELECTION SERVICES UNIT
P.O. BOX 1080
SOLEDAD, CA 93960
(831) 678-5500 EX. 7321**

**PATTON STATE HOSPITAL
HUMAN RESOURCES-EXAM/HIRING
3102 EAST HIGHLAND AVENUE
PATTON, CA 92369
(909) 425-7000 / TDD (909) 862-5730**

California Relay for the hearing impaired:
From a TDD Phone (800) 735-2929
From a Voice Phone (800) 735-2922

EXAMINATION ELIGIBILITY LIMITATION

A candidate may be tested only once during any testing period. The testing period for this classification is once every 12 months. If you have taken an examination for this classification with the Department of Mental Health, Atascadero, Coalinga, Metropolitan, Napa or Patton State Hospitals or with Salinas Valley or Vacaville Psychiatric Programs, within the last 12 months, you are not eligible to compete in this examination.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

BUSINESS SERVICE OFFICER I (SPECIALIST)

KK70/4720/9NH04 /9PT02/9MN01

Final Filing Date: 07/25/2009

BUSINESS SERVICE OFFICER I (SPECIALIST)**BULLETIN RELEASE DATE: 06/30/09****FINAL FILE DATE**

July 25, 2009. Examination and/or Employment Application forms must be **POSTMARKED** no later than the final filing date. Examination and/or Employment Application forms postmarked, personally delivered or received via interagency mail after the final filing date will not be accepted. Examination and/or Employment Application forms must have an original signature; therefore, faxed forms will not be accepted for any reason.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application form. The Selection Services Unit will contact you to make special testing arrangements

IDENTIFICATION REQUIRED

Note: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

EXAMINATION DATES

Qualifications Appraisal: It is anticipated that interviews will be held during August or September, 2009.

SALARY RANGE

\$3,658 - \$4,446 (The salaries in this bulletin may not reflect any additional bonuses. You should verify the salary level(s) with the department personnel office before making any commitments).

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application. Your signature on your Examination and/or Employment Application form indicates that you have read, understood, and possesses the basic qualifications required.

NOTE: All applicants must meet the education and/or experience requirements for this examination by the final filing date.

MINIMUM QUALIFICATIONS**EITHER I**

One year of experience in the California state service performing duties comparable to those of a Business Service Assistant (Specialist), Range C, or of a Staff Services Analyst, Range B, in a business service assignment. (Applicants who have completed six months of service performing the duties listed above will be admitted to the examination but must satisfactorily complete one year of experience performing these duties before they can be considered eligible for appointment.)

OR II

EXPERIENCE: One year of technical experience beyond the Trainee level in one or a combination of the following:

1. Equipment and supplies management including the preparation of purchase documents. **OR**
2. Building management including lease negotiation and problem resolution. **OR**
3. Telecommunications including landwire and radio/microwave.

[Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a Business Service Assistant (Specialist), Range C.] **AND**

POSITION DESCRIPTION

EDUCATION: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

Under general supervision, incumbents independently perform technical and analytical business service work of average difficulty in a variety of functions; assist in the performance of the more difficult and complex business service work; or are assigned responsibility for one or more functions of average difficulty. Functions of average difficulty are Purchasing, Facilities Management, Capital outlay and Telecommunications. (Analytical work of average difficulty is described as that which would otherwise be appropriate for a Staff Services Analyst.)

POSITION LOCATION(S)

Napa and Patton State Hospitals, and Salinas Valley Psychiatric Program.

EXAMINATION INFORMATION

This examination will consist of a Qualifications Appraisal Interview only, weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. ***Candidates who do not appear for the interview will be disqualified.***

SEE NEXT PAGE FOR ADDITIONAL INFORMATION**BUSINESS SERVICE OFFICER I (SPECIALIST)****Final Filing Date: 07/25/2009****KK70/4720/9NH04/9PT02/9MN01**

EXAMINATION SCOPE

Qualifications Appraisal – Weighted 100%

KNOWLEDGE OF:

1. Principles, practices, and trends of public and business administration.
2. Record keeping.
3. State hospital organization and business services functions.
4. Modern office methods, supplies, and equipment.
5. English language and correspondence.

ABILITY TO:

1. Communicate effectively in order to exchange information and provide direction to staff and others.
2. Analyzes data accurately to develop and adopt an effective course of action.
3. Reason logically to make sound decision and recommendations.
4. Gain and maintain the confidence and cooperation of those contacted during the course of work.
Prepare clear and concise reports.
5. Analyze Gain and maintain the confidence and cooperation of those contacted during the course of work.
Prepare clear and concise reports.
6. Prepare clear and concise reports.
7. Apply specific laws, rules, regulations and office policies and procedures.

ELIGIBLE LIST
INFORMATION

Departmental open eligible lists will be established for Napa and Patton States Hospitals, and Salinas Valley Psychiatric Program for the Department of Mental Health. The lists will be used to fill vacancies at Napa, Patton State Hospital, and Salinas Valley Psychiatric Program only. The lists will be in effect for a minimum of 12 months. They will be abolished after 48 months or the completion of a subsequent examination, whichever occurs first.

VETERANS PREFERENCE

Veterans' preference credit will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points.

GENERAL INFORMATION

For an examination without a written feature it is the competitor's responsibility to contact the Department of Mental Health, Selection Services Unit at (916) 654-2351 three weeks after the application deadline date if she/he has not received a progress notice.

If a competitor's notice of oral interview or performance test fails to reach her/him prior to the day of the interview due to a verified postal error, she/he will be rescheduled upon written request.

Examination and/or Employment Application (STD. 678) forms are available at the State Personnel Board, local offices of the Employment Development Department, the Department of Mental Health, and accessible on the internet at www.spb.ca.gov.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Competitors who pass will be ranked according to their scores.

The Department of Mental Health reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of competitors and conditions warrant. Ordinarily oral interviews are scheduled in Sacramento. However, locations of interviews may be extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Veterans' Preference: California law limits the granting of veterans preference credits to entrance examinations. Veterans, widows, widowers, and the spouse of a disabled veteran may qualify for veterans' preference credits in Open entrance examinations (15 points for disabled veteran; 10 points for other veterans). Applicable points will be added to the final score of all candidates who are successful in this examination, and who qualify for, and have requested these points. Due to changes in the law, which were effective January 1, 1996, CURRENT CIVIL SERVICE EMPLOYEES WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS are NOT ELIGIBLE TO RECEIVE VETERANS' PREFERENCE CREDITS.

Directions on how to apply for veterans' preference credits are on the Veterans' Preference Application Form (Form 1093) which is available from State Personnel Board Offices, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways; 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high

school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In open, nonpromotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the Examination and/or Employment Application (STD. 678) form. (Section 4 of Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento.)

DEPARTMENT OF MENTAL HEALTH

1600 9th Street, Room 121
Sacramento, CA 9581

TDD is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.

From TDD Phones: 1-800-735-2929

From Voice Phones: 1-800-735-2922

SEE NEXT PAGE FOR ADDITIONAL INFORMATION